**Professional Summary**

Skilled customer service representative committed to addressing customer needs with speed, accuracy and professionalism who consistently meets and exceeds productivity goals.

**Skill Highlights**

|  |  |
| --- | --- |
| * Strong problem-solving ability | * Motivated to develop new skills |
| * Thrives in fast-paced environment | * Dedicated to process improvement |
| * Committed team player | * High customer service standards |

**Work Experience**

**Verscend Technologies 2014 - 2016**

*Escalated Retrieval Agent*

* Developed highly effective communication skills and earned a reputation for exceeding daily action goals and completes. Managed quality communication, provider/facility support to positively represent our clients. Regularly seeks opportunities to learn and grow, specifically use of the system application and soft skills.
* Worked with the product and tech team to implement system efficiencies.

**Panera Bread 2017 - 2018**

*Delivery Driver/Cashier/Food Prep*

**TruHearing 2019 - current**

*Hearing Consultant*

* Assisted customers with benefit information and connected them with local providers.
* Worked closely with coaches and upper management on special projects outside of the normal Hearing Consultant role while consistently exceeding departmental goal/metric expectations.

**Education**

* **Nashville State Community College-** *Associate degree in Biology*. 2017 - 2019
* **University of Utah-** Currently enrolled in Full-Stack Web Developer Boot Camp. Expected graduation date - January 2022.

**References**

*Available upon request*